



# Job Opportunity

## State Controller's Office

**Position:** Staff Services Manager I, (Specialist) - Permanent Appointment, Full Time

Statewide

**Location:** Personnel/Payroll Services Division, 21<sup>st</sup> Century Project  
710 Riverpoint Court, Sacramento, CA 95605

**Issue Date:** May 1, 2007

**Final Filing Date:** Until Filled

**Contact/Telephone:**

Pat Quinn , (916) 375-6043

**Who May Apply:** Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list

**California Relay Service: 1-800-735-2929**

**Position Number(s):** 051-221-4800-XXX

*Please call (916)323-3055 to request reasonable accommodations*

### Scope of the Position:

Under the direction of the Staff Services Manager II, the incumbent works as the State Controller's Office (SCO) External Communications Lead in the 21<sup>st</sup> Century Project Organizational Change Management section, with direct responsibility for statewide external communications activities.

The incumbent will serve as a recognized authority and leader in communicating 21<sup>st</sup> Century Project (Project) activities that directly impact state departments, control agencies, and related private entities (external stakeholders), and will be responsible for developing and implementing all Project external communication strategies and plans.

### Duties and Responsibilities:

*Candidates must perform the following essential functions with or without reasonable accommodations*

Specific duties will include but not be limited to the following:

Manage a comprehensive communications program between the 21<sup>st</sup> Century Project and external stakeholders.

- Develop, implement and evaluate external project communication strategies and plans.
- Implement and manage the project's Communications Marketing Plan and Toolkit.
- Manage the stakeholder events and create specific communications for the Realization, Final Preparation and implementation phases.
- Develop and support integrated communications for the projects business, technical and organizational change management teams.
- Develop presentations, correspondence, newsletters, brochures, pamphlets, etc.
- Provide consultation and recommend the best method for communicating information related to the project, including the project's mobilization and alignment, deployment and workforce transition efforts.



The State Controller's Office is committed to providing equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, gender, disability, religious or political affiliation, age, or sexual orientation.



Measure and monitor effectiveness of external communication documents.

- Complete the project Stakeholder Matrix Evaluation documents and gather stakeholder feedback to determine communication effectiveness.
- Report on communication performance and present project leadership communications metrics.
- Assess the communications methods by surveys and event activities and identify and pursue supplemental communication opportunities.
- Disseminate accurate and timely information.
- Ensure all communications with stakeholders are consistent in content, tone and delivery.
- Ensure a consistent communication approach and a uniform delivery of messages for the project's website, e-mail, newsletters, status updates, stakeholder enrollment, and timeliness.
- Work directly with departments, project management and stakeholder groups through the lifecycle of the project.

### **Desirable Experience and Qualifications:**

#### **Attributes**

- Excellent communication skills;
- Excellent organization and research skills with attention to detail;
- Knowledge of project work;
- Ability to travel and work the required hours to complete an assignment;
- Ability to respond to affected stakeholder groups regarding complex policies and issues;
- Ability to accurately assess issues and make recommendations about the best possible solution(s); and,
- High degree of initiative and ability to work in a team setting.

#### **Desired Experience**

- Previous experience in project communications;
- Experience in or knowledge of the state's human resource functions (e.g., personnel, payroll, position management, benefits, timekeeping, etc.);
- Ability to plan, organize, direct and implement new programs while ensuring the highest level of customer satisfaction possible;
- Experience developing transition strategies and/or implementation plans for affected individuals; and,
- Experience conducting interviews and focus groups, and designing and delivering stakeholder events.

### **Reasons to apply/accept a position with the 21<sup>st</sup> Century Project Team:**

1. The 21st Century Project is the most innovative project evolving in state government! This is a great opportunity to participate in the project design, development, and implementation of the industry-leading mySAP ERP 2005 software product.
2. You will work with energetic and dedicated state professionals and our contracting system integrator while adding major project implementation skills to your work experience.
3. You will be on the cutting edge gaining valuable business experience, the opportunity for training, and acquiring experience that will be marketable statewide.

**NOTE:** This location has **FREE PARKING**.

*Applications will be screened and only the most qualified will be interviewed*

**How to Apply:**

**All hires will be subject to a background check.**

**For permanent positions, SROA and Surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.**

Please submit a STD. 678 State Application and Résumé to:

**State Controller's Office**

21<sup>st</sup> Century Project, Personnel/Payroll Services Division  
PO Box 942850  
Sacramento, CA 94250-5878

Attn: Pat Quinn